

Welcome to the Fall 2022 semester! Here is some helpful information from the Learning & Technology Resources Division.

Please Tell Your Students About These Services

Technology Help Desk for Account Questions

The [Technology Help Desk](#) can assist students with student account questions. Students may contact the help desk at c-helpdesk@gcccd.edu or call 619-660-4395.

Tutoring

Cuyamaca offers tutoring at no cost to all enrolled students. Check out the [Tutoring website](#) to make a tutoring appointment and learn more. On-campus tutoring will be available later in the semester. Tutoring makes good student better!

Library

The library provides students with a quiet place to study, equipment/book check out, and more. Check out the [Library website](#) for online services and hours. Here's what's available:

- Research Support with Reference Librarians
- Research Tools
- Textbooks on Reserve (to check out for a limited time)
- Quiet Study Areas
- Study rooms for group study or Zoom meetings
- A Place to Plug In
- Wi-Fi Access
- Printing/Copying

Tech Mall

The Tech Mall, located in E-121, provides students with a quiet place to study, computer access, and computer and software support. A scanner/printer/copier is available, and students can also get their student ID here. Check out the [Tech Mall website](#) for hours.

Canvas Support

Canvas support is available 24/7 via the Help button in Canvas. For login help, students can contact the [Technology Help Desk](#). For orientation, see [Get Started with Canvas](#).

Online Success

Find out more about online classes from our [Online Learning website](#).

Campus WiFi

Free WI-FI available on campus, including in many outdoor areas. Registered students can login to **Cuyamaca Wireless** with their WebAdvisor Username and 6-digit birthday password (MMDDYY).

Contact the [Technology Help Desk](#) if you have any questions about WiFi.

Campus Printers

Printers with scanners are in the [Library](#), [Tech Mall](#), [STEM center](#) (H Building), [Writing Center](#) (B-167), and EOPS (A-313). There is a small fee for printing, and students can use a credit card, PayPal, or a copy card to pay. Cards can be purchased with cash from the Cashier's office in the A building.

Helpful Information for Faculty and Staff

Technical Support

Classroom Technology. Faculty can contact the [Technology Help Desk](#) at 619-660-4395 or at c-helpdesk@gcccd.edu for classroom technology support and training and assistance. The [Technology Help Desk](#) can also help with account login questions.

Technical support is available for both Instructional Media (AV/projectors/events) and Instructional Computing (workstations/printers/network) issues for both day and evening classes.

If you contact the Help Desk, please include your location, your name, a phone number, and a detailed description of the problem.

Classified staff can contact the District Help Desk for technical support (619-644-7547 or isops@gcccd.edu).

HyFlex Classrooms

[HyFlex classrooms](#) allow students to attend class on campus or from home via Zoom. Interested in teaching a HyFlex class?

- Interested full time faculty - contact your dean.
- Interested part-time faculty - contact an AFT representative (Joshua Eggleton or Rachelle Panganiban).

Contact HyFlex Mentor Nicole Hernandez (nicole.hernandez@gcccd.edu) for equipment orientation and pedagogy training.

Tutoring

Tutoring has been shown to significantly increase student success and retention. We strongly encourage you to share tutoring information with all of your students. We have three campus tutoring centers to support students in a variety of classes and projects:

- The **STEM center** for STEM support
- The **ARC** for General Education, STEM, and CTE one-on-one tutoring by appointment, course embedded tutoring, and CTE lab tutoring

- The **Writing Center** for one-on-one tutoring for writing projects across the curriculum, course embedded tutoring, and supplemental instruction.

Please visit the [Tutoring Center website](#) for updated hours and locations.

Library

The library offers a variety of services for students, faculty, and staff, including research and course support, streaming video on demand, and laptop/hotspot loans. Librarians are happy to provide instruction and assistance with other information needs. See the [Library website](#) and [Library Faculty Services](#) for details.

Reserve Textbooks

The library offers textbooks for students to check out on reserve. If you are willing to loan a current textbook, contact the Circulation Desk at 619-660-4416 or cuyamaca.circulation@gcccd.edu

Laptops and Hotspot Loans for Students

A limited number of laptops and internet hotspots are available for students to check out for the semester. The process starts with a [referral from a teacher](#) or staff member. If you have any questions, contact the Circulation Desk at 619-660-4416 or cuyamaca.circulation@gcccd.edu.

Equity in Teaching Collection

The college has a collection of books and videos to assist faculty in developing and implementing equity-minded teaching practices. Contact the [college library](#) to check out materials. See the Institutional Effectiveness site for their [Equity Book Resources](#) list and [Equity Video Resources](#).

Faculty Workrooms

Cuyamaca College houses five faculty workrooms located in B-267, E-112C, F-625, H-135, and H-131. Contact your dean to request a key. Each workroom is supplied with office supplies and a GradeMaster. Workrooms are for faculty use only. Please do not use them for testing students or as a student worker office.

Faculty Websites

Faculty are encouraged to create and keep a **current** college website. For website training or support, contact [Rocky Rose](#).

Online Teaching

Visit the [Teaching Online](#) website for online teaching best practices and to get started with online teaching. The [CC Faculty Resources Canvas site](#) also offers helpful information for online teachers and links to make appointments with our [DE Coordinator Bri Brown](#), [Instructional Designer Amber Toland-Perry](#), and [Online Teaching Mentors](#). The [Vision Resources Center](#) also has a variety of online teaching workshops and videos.

Canvas and Instructional Technology Support for Faculty

Cuyamaca College uses the [Canvas](#) Learning Management system. Access Canvas by clicking the Canvas icon at the top of any [Cuyamaca.edu](#) webpage.

Your email address in Canvas comes from your email address in WebAdvisor. Please make sure you have a valid [email address in WebAdvisor](#) so students can contact you.

Faculty needing help with Canvas or other instructions technology can make an appointment with [Instructional Designer Amber Toland-Perry](#) to go over instructional technology questions in person or via Zoom. We also have 24/7 Canvas support (including phone support) – just use the Help button in Canvas. See the [CC Faculty Resources](#) Canvas container for tutorials and tips. To add TA's or tutors to Canvas containers, see [Add/Remove Users In Your Courses](#).

Webcams

If you need a webcam for your office or classroom, contact [Instructional Media Services](#).

Conference Rooms

If you need assistance with the technology in a conference room, please contact the Cuyamaca College [Help Desk](#) (619-660-4395 or c-helpdesk@gcccd.edu).

Keys

Contact your department chair if you need a Smart Cart Key or room key. Keys need to be pre-approved by your department chair and the dean associated with the building using the key form located on the [Cuyamaca forms depot](#). Once approved, pick up your keys from Business Services in Building F.

Securing Classrooms and Computer Labs

To help keep our Smart-Classrooms and Computer Labs functioning well, please secure your classrooms/labs when you leave.

- Leave all computers ON. They will be programmed to sleep when not in use.
- Lock the smart cart.
- Lock the classroom doors. Students are not allowed to be in a classroom or computer lab without an instructor present.



Software for Home Use for Faculty and Staff

Office 365 Pro Plus for education is a subscription-based version of Microsoft Office. It is free to *currently employed* faculty and staff of Grossmont-Cuyamaca Community College District. Visit [the Software for Home Use website](#) to learn more.

Reserving Classrooms and Computer Labs

If you need to use a classroom other than the one shown in the schedule as assigned for your class, it needs to be reserved - use the [Facilities Reservation Application](#).

Requesting Software for Computer Labs

Need software installed in your office or in a computer lab? Visit the [Software Requests](#) webpage to learn more. DUE DATES:

- May 1 for fall semester
- October 1 for spring
- March 1 for summer

Requesting Software for Work Computers

If you need job-related software on your work computer, please visit the [Software Requests](#) webpage. Some software may be available to download independently via the [Microsoft Store](#). Otherwise, please plan ahead as the Help Desk will need to schedule a time to assist you.

Office Change Requests

Are you moving offices, hiring a new employee, or thinking of changing your office into a storage closet? Please complete the Space Request Form. This form is for new hires, retirements, office relocations, changes in function of space, and renovations. Note that each space request must be approved by the appropriate managers before any moves can be made, so allow time for the approval process and implementation.

The form can be completed electronically but needs to be routed for multiple signatures. Contact [Business Services](#) for the form and if you have questions. [Instructional Computer Services](#) can help with technology quotes for new hires.